



A program of the Arizona Commission for Postsecondary Education (ACPE)

Arizona FAFSA Finish Line AZGrants Guide



Arizona Commission for Postsecondary Education
2020 N. Central Ave., Suite 650
Phoenix, AZ 85004

Introduction

Thank you for your participation in the Arizona Free Application for Federal Student Aid (FAFSA) Finish Line. This guide is intended to assist counselors and administrators who participate in the initiative. The guide will introduce counselors and administrators to the AZGrants website and walk counselors or administrators through how to access the FAFSA filing status information that the Commission may disclose. With this information a counselor or administrator may provide assistance to students in completing the FAFSA process.

If there are any questions, please feel free to contact the Commission staff for assistance. As always, we look forward to working with you throughout the year.

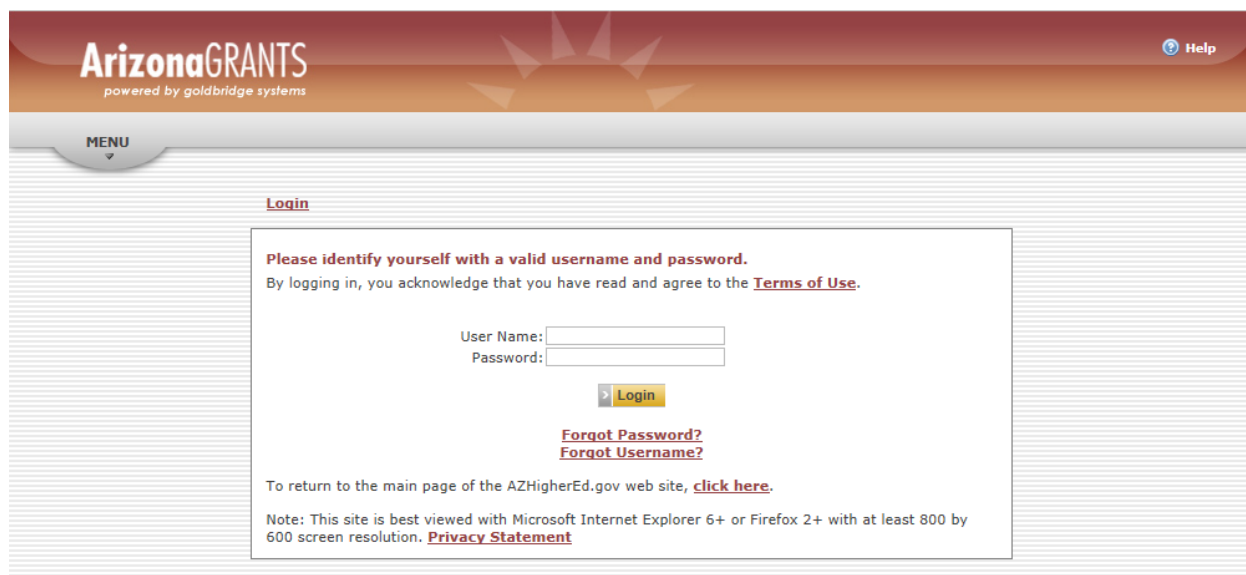
Contact Information

Daniel D. Helm
Associate Director for State Student Financial Assistance
Phone (602)258-2435 ex:104 | Fax (602)258-2483
dhelm@azhighered.gov

Deena Lager
Director for State Student Financial Assistance
Phone (602)258-2435 ex:103 | Fax (602)258-2483
dlager@azhighered.gov

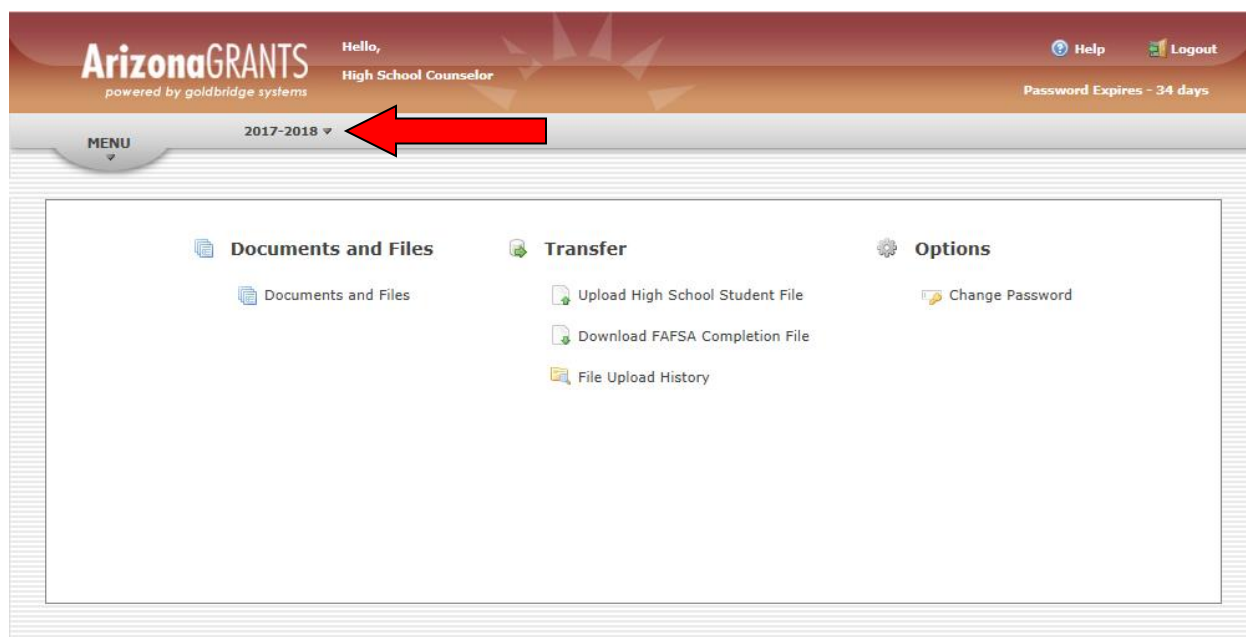
Steps to Retrieve FAFSA Filing Status Information

1. After completing the data sharing agreement and AZGrants user agreement, you will receive login credentials and a password to access the secure AZGrants website (<https://finaid.azgrants.az.gov/AZGrants/login.aspx>).



The screenshot shows the ArizonaGRANTS login page. At the top, the logo "ArizonaGRANTS" is displayed with "powered by goldbridge systems" underneath. A "MENU" button is on the left, and a "Help" link is on the right. The main content area is titled "Login" and contains a message: "Please identify yourself with a valid username and password. By logging in, you acknowledge that you have read and agree to the [Terms of Use](#)." Below this is a form with "User Name:" and "Password:" labels, each followed by a text input field. A "Login" button is positioned below the password field. To the right of the button are links for "Forgot Password?" and "Forgot Username?". At the bottom of the form, there is a note: "To return to the main page of the AZHigherEd.gov web site, [click here](#)." and a "Note: This site is best viewed with Microsoft Internet Explorer 6+ or Firefox 2+ with at least 800 by 600 screen resolution. [Privacy Statement](#)".

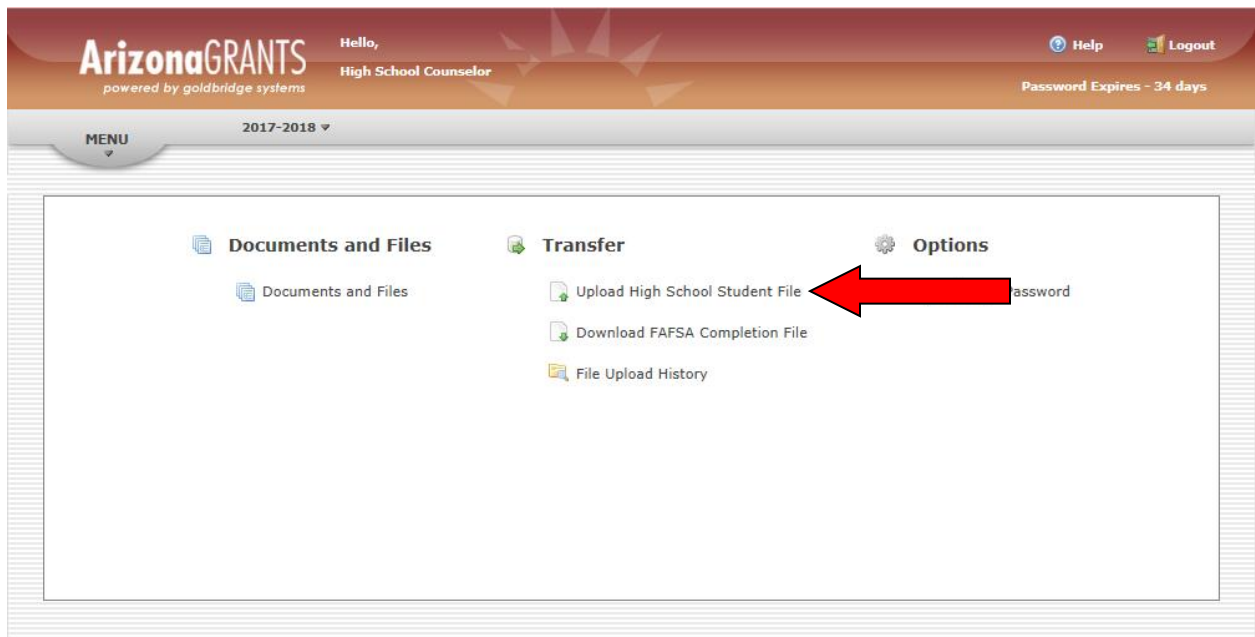
2. Once logged in please select the correct year. By clicking the drop down arrow, you can select the year you plan to work in.



The screenshot shows the ArizonaGRANTS user dashboard after login. The top header includes the "ArizonaGRANTS" logo, the user's name "Hello, High School Counselor", a "Help" link, a "Logout" button, and a "Password Expires - 34 days" notification. Below the header is a "MENU" button and a dropdown menu currently set to "2017-2018". A large red arrow points to this dropdown menu. The main content area is divided into three sections: "Documents and Files" with a link to "Documents and Files", "Transfer" with links to "Upload High School Student File", "Download FAFSA Completion File", and "File Upload History", and "Options" with a link to "Change Password".

Select 2017-2018 for students who are graduating from high school in 2017.

3. Under the “Transfer” column, select “Upload High School Student File”. This will allow the upload of a list of students that a secondary school, local educational agency, or other designated entity has an established relationship with. New FAFSA data is loaded into the system weekly.



4. The upload file needs to be in a specific format otherwise the file will not be processed.
 - a. Last name character limitation (16), First name character limitation (12).
 - b. Date of birth must be in mm/dd/yyyy.
 - c. Zip code can only be five (5) digits long.
 - d. Save as a .csv file. Excel files will not be accepted.
 - e. Ensure no commas are entered in the .csv file.

	A	B	C	D	E
1	Student Last Name	Student First Name	Student Date of Birth	Student Zip Code	
2	Smith	John	mm/dd/yyyy	12345	
3	Cross	Susan	5/15/1997	85202	
4	Henderson	Rachel	10/1/1996	85203	
5	Taylor	Adam	12/9/1996	85204	
6	Williams	Sandra	1/18/1997	85205	

5. After the “High School Student File Upload” page opens, click “Browse” and locate the saved student .csv file to be uploaded. Once the selected file has populated click “Upload File”. Depending upon the file size this may take a minute or two to complete the matching process.

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Hello, [User Name] High School Counselor

Help Logout

Password Expires - 58 days

MENU 2017-2018

Home > High School Student File Upload

High School Student File Upload

You are currently working with the 2017-2018 Academic Year.

Upload File

1. Click Browse and a dialog box will open.
2. Find the folder in which your file is saved. To open a different folder, click the Look in box at the top of the dialog box.
3. Highlight the name of the file you want to upload.
4. Click Open
5. The file you selected will appear in the box below. If it is correct, click Upload File. If it is not correct, click Browse and follow the steps above to select the correct file.

File to upload: Browse... Upload File

6. An upload successful message or an error message will display. If an error message populates, review the uploaded student .csv file for possible formatting issues. If a successful upload message appears, click the “click here” link to download the completed file.

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Hello, [User Name] High School Counselor

Help Logout

Password Expires - 58 days

MENU 2017-2018

Home > High School Student File Upload

FAFSA Finish Line Test 10.31.16.csv uploaded successfully!

Select Download FAFSA Completion File from the main menu or [click here](#).

High School Student File Upload

You are currently working with the 2017-2018 Academic Year.

Upload File

1. Click Browse and a dialog box will open.
2. Find the folder in which your file is saved. To open a different folder, click the Look in box at the top of the dialog box.
3. Highlight the name of the file you want to upload.
4. Click Open
5. The file you selected will appear in the box below. If it is correct, click Upload File. If it is not correct, click Browse and follow the steps above to select the correct file.

File to upload: Browse... Upload File

This will open the “Download FAFSA Completion File” page.

7. Click “Download File” to review the results of the matching process.

The screenshot shows the ArizonaGRANTS portal interface. At the top, there's a header with the logo, user information ('Hello, High School Counselor'), and links for Help and Logout. Below the header is a navigation bar with a 'MENU' button and the academic year '2017-2018'. The main content area has a breadcrumb trail: 'Home > Download FAFSA Completion File'. The title is 'Download FAFSA Completion File'. The text explains that the user is working with the 2017-2018 Academic Year and provides instructions on how to download a file for a different year. It also states that the file will include the most recent FAFSA data on record at ACPE. A yellow button labeled 'Download File' is highlighted with a red arrow. Below the button, it notes that downloads are in CSV format, recognized by most spreadsheet programs like Microsoft Excel.

8. Report Responses and Next Steps:

	A	B	C	D	E	F	G	H	I
	Student Last Name	Student First Name	Student Date of Birth	Student Zip Code	Submitted Date	Processed Date	Verification Flag	FAFSA Status	Incomplete Reason(s)
2	Last	First	mm/dd/yyyy	12345	mm/dd/yyyy	mm/dd/yyyy	Y/N		
3	Cross	Susan	5/15/1997	85202	2/1/2016	2/1/2016	N	Complete	
4	Henderson	Rachel	10/1/1996	85203	1/15/2016	1/15/2016	Y	Complete	
5	Taylor	Adam	12/9/1996	85204	2/15/2016	2/20/2016		Incomplete	Missing Signature(s)
6	Williams	Sandra	1/18/1997	85205				No Match	
7	Smith	John	3/1/1997	85201				Partial Match	

Submitted Date

- Date the student submitted their FAFSA

Processed Date

- Date that the student's FAFSA was processed by the U.S. Department of Education

Verification Flag

- Y – the student was selected for verification. About 30% of the FAFSAs submitted are randomly selected for verification. This is a process by which the U.S. Department of Education has the financial aid office verify that the student and his/her parents accurately entered their income information on the FAFSA. Have the student contact the financial aid office at the college(s) or any other postsecondary institution(s) they plan to attend to find out what documents the school(s) needs the student to submit to complete the verification process. It may be necessary to contact and provide documentation to each college the student has selected.
- N – the student was not selected for verification

FAFSA Statuses

- Complete – FAFSA has been fully processed by the U.S. Department of Education

- Incomplete – Additional information is required from the student to complete the FAFSA process.
- No Match – unable to find any student FAFSA files matching less than 3 of the 4 data fields submitted in the upload file. This status may be due to the fact that the student has not submitted a FAFSA. If a student has submitted a FAFSA, verify if the data entered on the upload list is correct and resubmit with updated info. Otherwise, ask the student what information he/she entered into the FAFSA for Last Name, First Name, Date of Birth and Zip Code and resubmit with the updated info.
- Partial Match – able to find some student FAFSA files matching 3 of the four (4) data fields submitted in the upload file, but not an exact match. Verify if data entered on the upload list is correct and resubmit with the updated info. Otherwise, ask the student what information he/she entered into the FAFSA for Last Name, First Name, Date of Birth and Zip Code and resubmit with the updated info.

Incomplete Reasons Definitions

- Missing signatures – could be parent or student's signature. Have them both sign and resubmit the signature page for processing.
- Citizenship – the citizenship status was left blank and the Social Security Administration did not confirm citizenship status or the applicant reported not a citizen or eligible non-citizen. Have student contact the Federal Student Aid Information Center (FSAIC) at 1-800-4-FED-AID (1-800-433-3243) or the financial aid office at the college(s) or any other postsecondary institution(s) they plan to attend to verify the correct citizenship status was selected and find out what the next steps are to resolve the issue.
- SSN not valid – the Social Security number provided was not verified in the Social Security Administration's database. The student needs to verify the correct SSN was entered, if not the student needs to update their FAFSA form. If the number is correct. Have student contact the Federal Student Aid Information Center (FSAIC) at 1-800-4-FED-AID (1-800-433-3243) to find out what the next steps are to resolve the issue.
- Other – all other issues. Have student contact the Federal Student Aid Information Center (FSAIC) at 1-800-4-FED-AID (1-800-433-3243) or the financial aid office at the college(s) or any other postsecondary institution(s) they plan to attend to find out what the issue is and what the next steps are to resolve the issue.

9. Three Options to Request Your Next Data File:

- A. You can submit a new file, see step 4.
- B. You can upload the previous week's downloaded file. The system is programed to overlay new data in the previous output fields.

	A	B	C	D	E	F	G	H	I
1	Student Last Name	Student First Name	Student Date of Birth	Student Zip Code	Submitted Date	Processed Date	Verification Flag	FAFSA Status	Incomplete Reason(s)
2	Last	First	mm/dd/yyyy	12345	mm/dd/yyyy	mm/dd/yyyy	Y/N		
3	Cross	Susan	5/15/1997	85202	2/1/2016	2/1/2016	N	Complete	
4	Henderson	Rachel	10/1/1996	85203	1/15/2016	1/15/2016	Y	Complete	
5	Taylor	Adam	12/9/1996	85204	2/15/2016	2/20/2016		Incomplete	Missing Signature(s)
6	Williams	Sandra	1/18/1997	85205				No Match	
7	Smith	John	3/1/1997	85201				Partial Match	

If you have any questions or run into any problems please call or email the Commission contacts listed on page two of this guide.

FAFSA Finish Line FAQs

Q: How often can I request FAFSA information?

A: New FAFSA information is loaded once a week and available on Monday.

Q: What student information is required for the student list?

A: First name, last name, date of birth and zip code.

Q: What kinds of outreach could I do with this information?

A: Outreach ideas for schools:

- A. Schedule one-on-one appointments with students/parents with incomplete FAFSAs or no FAFSAs to assist them with completion.
- B. Schedule multiple outreach events at the high school. These efforts would target students/parents with an incomplete FAFSA or no FAFSA.
- C. Set a milstone for the number of graduating seniors that will complete a FAFSA.

Q: When is a student considered completed?

A: A student will be considered "completed" when the first name, last name, date of birth, and zip code from your student list matches a FAFSA and an Expected Family Contribution (EFC) has been calculated.

Q: What does it mean if I have students who are listed as “no match”?

A: A student is a “no match” when less than 3 of the 4 fields (first name, last name, date of birth, and zip code) from your uploaded student list does not match a FAFSA. It could mean that the student did not complete the FAFSA or that the student data from your file doesn’t match what the student put on their FAFSA.

Q: What does it mean if I have students who are listed as “partial match”?

A: A partial match means that 3 out of the 4 fields (first name, last name, date of birth, and zip code) has matched a FAFSA. This student could have completed a FAFSA; however not all of the student information from your list matches what the student put on their FAFSA.